Frequently Asked Question for MARVEL!
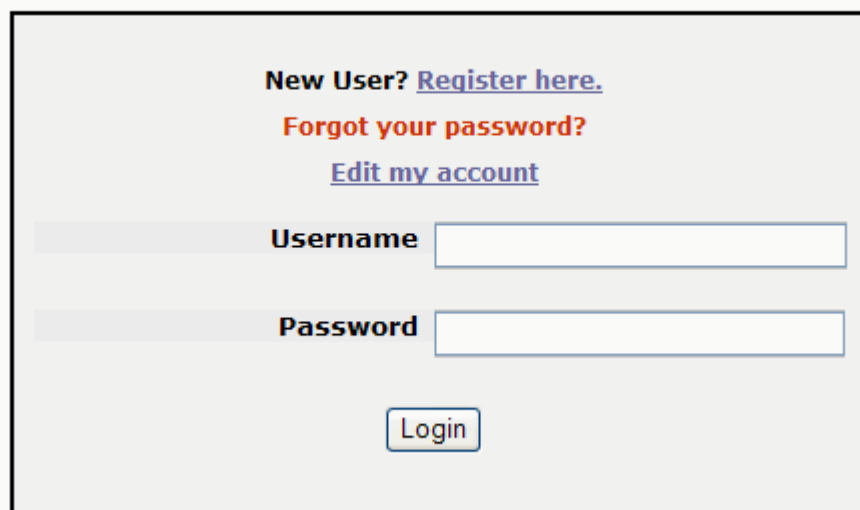
Accessing MARVEL!

1. Can I access MARVEL! from home with my computer?

Yes. You will need an Internet connection to your computer or any device that accesses the Internet. (For example: If you have a wireless handheld device MARVEL! is at your fingertips!) You will be prompted to register for a username and password after choosing a resource.

2. How do I register for MARVEL?

- Accessing within a library: If you are using MARVEL! at the library or school, you do not need to register or login.

- Access MARVEL! as a remote user: If you are not in a library or school, you will need your own username and password to access the MARVEL resources. After you select one of the resources, you will be prompted to login.

- Login: You may login in if you are already registered and you will automatically be brought to the selected resource.

- New User: As a first time user, you must register. Choose "Register here" and complete the form. To offer Maine residents home access to MARVEL! resources, vendor licensing agreements require identifying information. This information is NOT provided to any third parties. You will be asked for your name, address, city, zip code, email and your type of library affiliation. Company name is optional.

- Username and password: Your username can be your email address for ease of remembering or a username you prefer. Choose a password of 6 characters (either with letters and/or numbers) for your MARVEL! password or use the randomly generated one offered you.

- Thank you: You will receive an automated "thank you" once you submit your information and be able to start using MARVEL! immediately.

- Confirmation email: You will receive an email message with your username and password. This comes automatically from marvel@polaris.ursus.maine.edu with the subject heading of "MARVEL! New Registration".

- Password Retrieval/Edit My Account: If you lose or forget your password, chose "Forgot your password?". You may change your personal information under "Edit My Account" once you are logged in.

- Any Problems or Questions? Please see your public or school librarian for help or read the Frequently Asked Questions on the MARVEL! web site. http://www.maine.gov/marvel/

3. I am a visitor to Maine and love using MARVEL!. Can I access this resource from my home state?

Under the licensing agreements with MARVEL! vendors, access to this resource can be provided only within the State of Maine. Most states have similar online resources so check with your local library when you return to your home state.

4. I am a Maine citizen but attend a college (school, university, etc) outside the State of Maine. Can I access MARVEL! while I'm studying outside the state?

MARVEL! is restricted to use within Maine only; however, your college, university or school will probably have similar collections of online resources to help you. Please visit the library where you study.

Using MARVEL!

1. I am a first time user of MARVEL! . Are there tutorials to help me?

All of the resources in MARVEL! include a Help link, or sometimes "Search Tips". Be sure to look for these to find answers to many of your questions.

Guided tours or tutorials are found within:

- Britannica Online 2003
- Britannica Online School Edition
- Annals of American History
- NoveList and NoveList K-8 (See their Learning Center)
- NetLibrary (See Help)
- Searchasaurus
- Access Science

The EBSCO databases have online virtual tours, listed below. The virtual tours:

- are not currently available for Macintosh computers.

- require speakers or headphones.
- are best viewed with a 1024x768 or greater monitor resolution.

- Basic Search Virtual Tour for K-12 School Libraries
- Basic Search Virtual Tour for Colleges and Universities
- Basic Search Virtual Tour for Public Libraries
- Advanced Search, Guided Style Virtual Tour
- Saving Search History and Creating Alerts Virtual Tour

There are also possible handouts, tips and guides available on sites created by various vendors. These include:

- Gale
  - [Product Education](#)
  - [User Manuals](#)
- [Encyclopedia Britannica](#) (PDF)
- BiblioLine: Quick Guides and tutorials are both available at the Help link in Wildlife & Ecology Studies Worldwide and Child Abuse, Child Welfare and Adoption Database.

Most of the University of Maine campuses, the Maine State Library, Bangor Public Library, and Portland Public Library offer an online chat reference service.

The reference librarians who staff these E-Ref lines can help you and often can show you how to use these databases while you watch on your computer. This service can be found via the home page of these libraries, or by going to the URSUS page (http://ursus.maine.edu) and clicking on the Ask a Librarian link.

Your public or school librarian will also be able to help you with MARVEL!, and may even offer individual instruction or classes on using these resources.

2. How can I find out what publications are offered and what time periods are covered by each resource?

- Each resource includes a listing of its own publications and dates of coverage.
- EBSCO: Lists of the publications in specific databases supplied by EBSCO are available at www.epnet.com/titlelists.asp.

3. How do I know if a particular journal is included in MARVEL!? If I can't find this journal in MARVEL!, what are my options?

There is no single definitive list of all the journals available from all the vendors.

- You can enter a resource and examine its listings to see if your desired journal is included.
- You may view MARVEL! Search Styles: Grouped by Vendor
  - [MARVEL! Search Styles: Grouped by Vendor](#)
  - [Title lists are available for EBSCO databases](#)

- Ask your public or school library for help.
  - [Find a Maine Library](#).

4. How do I cite my resources from MARVEL!?

Some of the databases such as Britannica provide citations and others give examples. There are many different types of sources in MARVEL! such as images, video clips and magazine and newspaper articles.

- Consult the Help feature for citation advice or contact your local librarian.
- Most libraries carry style manuals. You can find information on the Web:
  - http://www.columbia.edu/cu/cup/cgos/idx_basic.html
  - http://www.apastyle.org/elecref.html
  - http://www.thewritesource.com/mla.htm

5. How do I find the full text of an article when only the abstract is offered?

- Ask your public or school library for help.
  - [Find a Maine Library](#)

6. Can I add a link to MARVEL! on my web site? If so, how do I accomplish this?

Yes may put a link anywhere you like with certain requirements:

Location:

- Your website
- An icon on computer desktops in your building
- Email signatures

Requirements:

- MARVEL! is for use within Maine only.
- MARVEL! link must only be to the MARVEL! home page (http://www.maine.gov/marvel) and not directly to any of the individual databases themselves.
- Use only the copyright @ icon, available in different sizes: (100 x 39 pixels)
- [More icons on library publicity page](#). (This MARVEL! logo was created by a New Century Grant)

Directions to add icon to a web page:

1. To save MARVEL! for your web page or computer desktop, right click on it or control-click and then choose "Save Picture As" or "Save Image as" to your computer. Navigate to a

location on your computer to save this image. It's best to save your images in an image folder inside your web site folder.

2. Please follow the directions for your web editor since "inserting an image" can be different for software.

3. General: Align cursor where you want the image placed.

4. Select the "Insert" or "Insert Image".

5. Browse to the location on your computer where you saved the MARVEL! image and select it.

6. Be sure to upload this image to your web server so the image will show. Web browser do link to this image for displaying.

7. Add alternative or "alt" text for any image on your web pages. "ALT" text makes information about the image available to visually-impaired users. Follow directions for ALT for your web editor or add alt="MARVEL! logo" or alt="MARVEL! Maine's Virtual Library" within the image tag of the HTML code.

8. To use MARVEL! as a link, choose the image and follow the directions of your web editor.

9. Need to remove the blue border around "MARVEL!" image when it is a link? Set the image tag attribute border to zero. Example: <img src="marvel3.gif" alt=MARVEL! logo" border="0">.

7. If I have a question and it is not listed here, where can I submit my question?

- Contact your public or school library by phone or email.
  - [Find a Maine Library](#).
- If your town has no library, contact Cheryl Ramsay or Linda Lord at Maine State Library. Cheryl.Ramsay@maine.gov, Linda.Lord@maine.gov, Tel: 1-800-322-8899
- Use the MARVEL! [online form](#).

Security and Privacy

1. What information will MARVEL! collect or retain from me as a result of using MARVEL!?

The MARVEL! server log does record some information such as originating IP address, domain accessing, type of browser, date and time visited, and any information to prevent unauthorized uses of the site.

Our server log records personal information of a remote user registering for a MARVEL! account. This information is not made available to any third party. It is used to periodically ensure security for our license agreements which authorize access for Maine residents only and to compile usage statistics.

Troubleshooting

1. Who do I contact, if I have a problem accessing or using MARVEL!?

Please look through the FAQ section where common questions are listed.

If you don't find the help you need:

- Contact your public library or school library by phone or email.
  - [Find a Maine Library](#).
- If your town has no library, contact Cheryl Ramsay or Linda Lord at Maine State Library. Cheryl.Ramsay@maine.gov or Linda.Lord@maine.gov, Tel: 1-800-322-8899
- Use the MARVEL! [online form](#).

2. Can I access MARVEL! with any browser? Are any special settings required?

MARVEL! works best with more recent versions of web browsers (Internet Explorer, Netscape and Mac's Safari).

Your browser must be set to accept cookies or you will not be able to access the databases.

Older browsers:

- With Netscape 4.7, your display will be similar to a text-only browser like Lynx. You will not see all of the graphics or images but still have full access to all the text in a linear format.
- Browser upgrades are free from each browser vendor.

AOL, Compuserve, Earthlink and similar proprietary browsers:

- With these browsers you may have problems accessing MARVEL!.
- Please try minimizing those browsers and use Internet Explorer (IE) that came pre-installed on your computer.

Dial-Up:

- If you are using a high speed dial up service like high speed NetZero or an "accelerator" service, you need to turn off this service before accessing databases.

If you are using Internet Explorer (IE), make sure your security settings are set to medium or medium-low.

When in doubt, use the [browser configuration guide](#) to properly adjust your browser.

3. Are there any issues if I use a Macintosh (Apple) computer?

Macintosh (Apple) users may get error messages like *'Authentication failed due to insufficient credentials'* when accessing an EBSCO database with a non-compatible browser.

- Use the text-only version of EBSCOhost that is listed on the main list of databases in Maine InfoNet.
- Upgrade the browser you are trying to use.

- Try a different browser: Internet Explorer, Netscape, Mozilla, Safari (Mac only), Opera, etc.

4. My computer is behind a firewall or proxy server. Will I have any problems?

- If your site uses a firewall or proxy server, your firewall or proxy will need to be configured to allow incoming connections on ports 2048 through 2248, under MARVEL's new authentication system. Please refer to the manufactuer's support for instructions.

  It is important to understand that firewall restrictions are not unique to Maine State Library's authentication proxy server, but are actually encountered when implementing any proxy server solution.

Frequently Asked Questions for Librarians

Please review responses above along with these additional questions and answers.

Troubleshooting

1. How do I register for an ID and password to access MARVEL! from a computer outside the library network?

Remote users will be prompted to register for an ID and password.

- Check with your network manager to verify the IP addresses of the computers in your library.
- Call 581-1746 with the IP addresses of the computers in question and ask to have "IP authenticated" access setup.
- In the meantime, you can access the desired database by entering the appropriate information into the Remote Access prompts.

2. Which IP numbers are needed for a direct connection?

There are two scenarios:

 a. Your connection to the internet does not go through a gateway or proxy server; in this case MARVEL! system administrators will need the entire IP address range for the computers you intend to use.

b. You have a gateway server through which all your computers connect to the Internet.

- Technically, only the IP of the server that links to the internet is needed.
- However, MARVEL! system administrators would prefer to have both that IP as well as the entire IP range of the other machines; this is in case the computers ever use a different internet access method at a later date.
- In addition, MARVEL! system administrators would like the contact phone number/email of someone at each site in case any problems arise.

3. Can my library patrons access MARVEL! from home?

Yes, they can. To access MARVEL! from a computer outside the library network or from their home, the patrons will be prompted to register for an ID and password.

Promotion

1. Can I put an MARVEL! icon on my local library computers and on my library web site that leads patrons directly to MARVEL!

Yes, we encourage you to add the MARVEL! icon! See the requirements.

Location:

- Your website
- An icon on computer desktops in your building
- Email signatures

Requirements:

- MARVEL! is for use within Maine only.
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2. Are there brochures, bookmarks, handouts available that I can print to use at my library?

There are a number of promotional materials for MARVEL! available on the MSL publicity page under Advocacy. You will find a brochure, a bookmark, and instructional handouts that may be used as they are, or edited to include local information.

There are also possible handouts, tips and guides available on sites created by various vendors. These include:

- Gale
    - Product Education
    - User Manuals
- Encyclopedia Britannica (PDF)
- EBSCO: Lists of the publications in specific databases supplied by EBSCO are available at www.epnet.com/titlelists.asp.
- BiblioLine: Quick Guides and tutorials are both available at the Help link in Wildlife & Ecology Studies Worldwide and Child Abuse, Child Welfare and Adoption Database.